

Iowa Department of Human Services
CHILD CARE CENTER COMPLAINT

Name of Center: Waypoint- River Ridge Kids		Enrollment: 98	License ID: 4157000109
Street: 4650 42nd St. NE	City: Cedar Rapids	IA Zip Code: 52402	County: Linn
Mailing Address: 318 5th St. SE			
Mailing City: Cedar Rapids	IA	Zip Code: 52401	
Director's Name: Ashley Meyer		Center Phone Number: 319-294-1722	
On-Site Supervisors: Mary Kay Mangrich, Assistant Director		E-Mail Address: ashley.meyer@waypointservices.org	

Date of Complaint: 4/28/2014

Date of Visit: 5/9/2014

☐ Scheduled ☒ Unannounced ☐ NA

☐ Non-Compliance with Regulations Found ☒ Compliance with Regulations Found ☐ NA

RECOMMENDATION FOR LICENSE

[X] NO CHANGES to licensing status recommended

[] **PROVISIONAL** license from _____ to _____

[] SUSPENSION of License

[] **REVOCATION of License**

Summary of Complaint:

On 4/28/2014, a complainant reported one child (age 3 or 4-years) was not sitting on a rug for story time. Complainant reported observed a teacher pull and drag the child 10 feet. The complainant reported another child (age 3 or 4-years) was told to sit by herself. A teacher grabbed both of the child's arms, lifted the child into the air, pushed the child down, and the child hit cupboards behind him/her. The child screamed "ouch". The complainant reported there were other instances in which children were pulled by the arms but these were the worst.

Licensing Rules Relevant to the Complaint:

109.12(2)a-d. Discipline does not allow - corporal punishment; punishment that causes humiliation, fear, pain, or discomfort; locking children in an area or using mechanical restraints; associating with illness, toilet training, food or rest; or the use of verbal abuse, threats, or derogatory remarks about a child's family.

Inspection Findings:

An unannounced visit to Waypoint - River Ridge was conducted on 5/9/2014. The following is based upon a face-to-face interview with director Ashley Meyer, a face-to-face interview with on-site supervisor Mary Kay Mangrich, a face-to-face interview with lead teacher Lori M, a face-to-face interview with lead teacher Maggie B, a face-to-face interview with lead teacher Ginny S, a face-to-face interview with assistant teacher Tracy M, a review of paperwork items (teacher strategy plans), and observations while on-site:

109.12(2)a-d. Discipline does not allow - corporal punishment; punishment that causes humiliation, fear, pain, or discomfort; locking children in an area or using mechanical restraints; associating with illness, toilet training, food or rest; or the use of verbal abuse, threats, or derogatory remarks about a child's family. THERE IS NOT ENOUGH INFORMATION TO DETERMINE IF THE ABOVE INCIDENTS OCCURRED OR NOT. On 5/9/2014, no staff were observed grabbing kids arms and/or pulling on children.

Waypoint - River Ridge has one main room in which children age 3 and 4-years attend. This room is the purple room. Staff

reported circle time, transition time, and nap/quiet rest can present some challenges. Staff reported having some highly-spirited children in the purple room. Staff went on to say some children in the purple classroom display frequent incidents of physical and/or verbal aggression. Staff talked about how they first use positive redirection. Staff reported if positive redirection does not work, they may need to assist a child to take time away from the group to help ensure safety. Staff reported if a child needs to be picked up they do so by placing both of their arms underneath the child's arms. Staff also reported if the child starts kicking, hitting, and/or "flailing" around, the child may need to be cradled to help ensure everyone's safety. Staff discussed how sometimes a child will continue to kick, hit, and "flail" when set down.

Staff denied remembering any incident in which a child was dropped or hit cupboards. Staff did indicate a child may have possibly hit a cupboard when he/she was "flailing" around on his/her own. Staff denied knowing of any incidents when a child was dragged across the room. Staff talked about one child who will scream out "No. Stop. You're hurting me." when in fact, the child is perfectly fine. Staff reported they do look each time the child yells out to ensure the child is safe. Staff stated they then talk with the child about the importance of telling a grown-up if he/she is hurt but to also not make stories up. Ms. Mangrich and Ms. Meyer reported being in the room when this child has yelled out for no reason. All staff reported the classroom can get stressful. Each staff talked about having stress management skills as well as having a supportive management team that assists them when needed.

Ms. Mangrich, Ms. Meyer, and the staff all discussed how they are introducing and implementing various strategies into the purple classroom. These strategies include reintroducing classroom rules, using social stories (Tucker Turtle, Hands are Not for Hitting, Feet are Not for Kicking, etc.), establishing a well-defined quiet area (one child with some soft items), increasing signage (stop signs, feelings posters, visual aids, etc.) that supports positive behavior, staff using key words/phrases (hands are for high-5s, what's a better plan, what would Tucker Turtle do, etc.), and using child sticker charts.

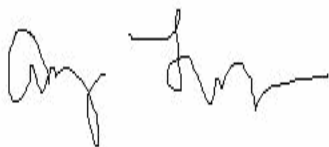
On 5/9/2014, the purple room was observed during a circle time prior to lunch. During circle, staff engaged the children in a discussion about the calendar and weather outside. Staff then read "Let's Go Froggy" to the children. During this time, staff was also observed providing repeated positive redirection to a child who was moving around on the carpet and pinching other children. Another child was observed sitting on a teacher's lap. This child began flailing around, and with teacher redirection, the child agreed to walk to a cozy corner to take a break from the group. Another child who was struggling to listen to the story assisted a staff in lunch preparation (table setting).

Special Notes and Action Required:

Based upon the above, no further response is requested.

If you feel something is unclear or unjustly cited, please contact me (phone 319-892-6827; email alyons@dhs.state.ia.us <<mailto:alyons@dhs.state.ia.us>>) so that we may discuss the issue. If necessary, I can make a notation in your record. You may also send a letter that will be included in your licensing file noting any disagreement you may have with this report. If I have failed to provide for you any information discussed during my visit, please contact me and I will forward the information to you. Thank you.

Consultant's Signature:



Date:

05/12/2014